



Releasing Holds on Invoices

There are many reasons why the system may put a hold on an invoice and prevent it being approved for payment.

These can be split into the following:

Each has its own way of being dealt With.

- The purchase order, the receipt and the invoice do not match.

If there is a matching problem some of the holds will require you to go back and correct a document (e.g. receipt the goods) others need to be manually released.

NB. Before releasing holds you should liaise with the person who placed the order first and get authorization.

- Discrepancy between the invoice and line totals.

Review the lines, check that the net amount was inputted and not the gross.

- An individual somewhere has manually put a hold on paying this invoice for particular reason.

Find out why they have put it on hold.

- High value hold where an invoice was for over £2000

Review the invoice and check to see if it is a fixed asset and appropriately flagged. Once satisfied manually release the hold.

- It is awaiting Secondary Invoice Approval (SIA).

This is normal and the hold will automatically be released once it has been secondary approved.

Manually Releasing Holds on an invoice

- a. Select the invoice which has a hold(s) on it.

- b. Click on the **Holds** button

Review the holds that have been put in place for this invoice



Is it a Quantity Received hold?

Check with the buyer whether the items have actually been received.

Items received....

Get them to receive the items within iProcurement. Once they have done this you can re-validate the invoice and the system will lift the hold.

NB. If this is not done, the purchase order will remain open and commitments may stay on a grant.

Items not received....

Leave the invoice on hold and do not pay until the items are delivered.

It's a service where we have to pay in advance (e.g. to attend a conference)...

Manually release the hold as detailed below

- c. Click in the **Release Name** box next to a particular hold.

Pick the most **appropriate release name** from the list of values and the system will automatically enter the Release Reason for you.

Alternatively for other holds

Again select from the list of options available.

Click on the **Release 1** button

NB. The system will make a note every time you manually release a hold, and various reports can be obtained showing who has released what holds.



Has an individual **manually stopped payment** by putting it on hold within the schedule payments tab?

To remove this, simply **un-tick** the hold box and **Save**.

NB: Remember that the Secondary Approval hold is normal and will be released automatically once your secondary approver has approved the invoice.